

## CHAPTER 1

### DATA TABLES

### ORGANIZATIONAL CAPACITY

#### 1. AVAILABILITY

	Less than 40 Hours		40-44 Hours		45-50 Hours		Over 50 Hours	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent
<b>1.1. Hours per week main facility is open to serve clients.</b>								
114 Statewide	17	15%	76	67%	17	15%	4	4%
56 Population up to 20,000	9	16%	43	77%	3	5%	1	2%
30 Population between 20,001 and 40,000	7	23%	17	57%	5	17%	1	3%
15 Population between 40,001 and 80,000	1	7%	10	67%	3	20%	1	7%
13 Population over 80,000	0	0%	6	46%	6	46%	1	8%

#### AVAILABILITY

	Number	Percent
<b>1.2. Health department has branch offices.</b>		
114 Statewide	31	27%
56 Population up to 20,000	8	14%
30 Population between 20,001 and 40,000	9	30%
15 Population between 40,001 and 80,000	8	53%
13 Population over 80,000	6	46%

#### AVAILABILITY

	1 Site		2 Sites		3 Sites		4 Sites		5 Sites		6 or More Sites	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
<b>1.2.1 Number of branch offices.</b>												
114 Statewide	22	71%	3	10%	2	6%	1	3%	1	3%	2	6%
56 Population up to 20,000	7	88%	1	13%	0	0%	0	0%	0	0%	0	0%
30 Population between 20,001 and 40,000	6	67%	2	22%	1	11%	0	0%	0	0%	0	0%
15 Population between 40,001 and 80,000	7	88%	0	0%	1	13%	0	0%	0	0%	0	0%
13 Population over 80,000	2	33%	0	0%	0	0%	1	17%	1	17%	2	33%

## AVAILABILITY

	1-5 Hours		6-9 Hours		10-19 Hours		20 or More Hours	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent
<b>1.2.2. Hours per week branch offices are open to clients.</b>								
114 Statewide	10	32%	1	3%	4	13%	16	52%
56 Population up to 20,000	2	25%	0	0%	3	38%	3	38%
30 Population between 20,001 and 40,000	2	22%	0	0%	1	11%	6	67%
15 Population between 40,001 and 80,000	4	50%	1	13%	0	0%	3	38%
13 Population over 80,000	2	33%	0	0%	0	0%	4	67%

## AVAILABILITY

**1.3. All Agencies have a system to receive and respond to emergencies 24 hours per day, 7 days per week.**

## AVAILABILITY

	Cell Phone		Notify 911 Center		Paging Service		Other	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent
<b>1.3.1. Agency has system to receive and respond to emergencies 24/7.</b>								
114 Statewide	102	89%	69	61%	63	55%	38	33%
56 Population up to 20,000	46	82%	26	46%	30	54%	18	32%
30 Population between 20,001 and 40,000	29	97%	21	70%	13	43%	9	30%
15 Population between 40,001 and 80,000	14	93%	11	73%	8	53%	8	53%
13 Population over 80,000	13	100%	11	85%	12	92%	3	23%

## AVAILABILITY

	Less Than 25%		25-49%		50-74%		75-100%	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent
<b>1.4 Percent of agency's business conducted off-site.</b>								
114 Statewide	26	23%	57	50%	28	25%	3	3%
56 Population up to 20,000	13	23%	25	45%	16	29%	2	4%
30 Population between 20,001 and 40,000	7	23%	18	60%	5	17%	0	0%
15 Population between 40,001 and 80,000	5	33%	7	47%	3	20%	0	0%
13 Population over 80,000	1	8%	7	54%	4	31%	1	8%

## 2. SOURCE OF REVENUE

Individual Pay (Bill/Charge Fee)		Medicaid (or Managed Care)		Medicare		Private Insurance	
Number	Percent	Number	Percent	Number	Percent	Number	Percent

### 2.1 Agency's sources of revenue.

114 Statewide	85	75%	109	96%	94	82%	32	28%
56 Population up to 20,000	39	70%	53	95%	50	89%	17	30%
30 Population between 20,001 and 40,000	21	70%	29	97%	24	80%	6	20%
15 Population between 40,001 and 80,000	15	100%	15	100%	13	87%	5	33%
13 Population over 80,000	10	77%	12	92%	7	54%	4	31%

## 3. TECHNOLOGY

Complete Local Network		Partial Local Network		No Network	
Number	Percent	Number	Percent	Number	Percent

### 3.1. Agency Computer Network.

114 Statewide	71	62%	30	26%	13	11%
56 Population up to 20,000	28	50%	20	36%	8	14%
30 Population between 20,001 and 40,000	19	63%	6	20%	5	17%
15 Population between 40,001 and 80,000	13	87%	2	13%	0	0%
13 Population over 80,000	11	85%	2	15%	0	0%

## TECHNOLOGY

Number	Percent
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### 3.3. Agency Uses MOHSAIC.

114 Statewide	114	100%
56 Population up to 20,000	56	100%
30 Population between 20,001 and 40,000	30	100%
15 Population between 40,001 and 80,000	15	100%
13 Population over 80,000	13	100%

## TECHNOLOGY

	Number	Percent
<b>3.4. Agency Uses MOHSAIC (Immunizations).</b>		
114 Statewide	113	99%
56 Population up to 20,000	56	100%
30 Population between 20,001 and 40,000	30	100%
15 Population between 40,001 and 80,000	15	100%
13 Population over 80,000	12	92%

## TECHNOLOGY

	Number	Percent
<b>3.5. Agency Uses MOHSAIC (Family Planning).</b>		
114 Statewide	37	32%
56 Population up to 20,000	18	32%
30 Population between 20,001 and 40,000	14	47%
15 Population between 40,001 and 80,000	3	20%
13 Population over 80,000	2	15%

## TECHNOLOGY

	Number	Percent
<b>3.6. Agency Uses MOHSIS (Communicable Disease Surveillance).</b>		
114 Statewide	91	80%
56 Population up to 20,000	43	77%
30 Population between 20,001 and 40,000	22	73%
15 Population between 40,001 and 80,000	14	93%
13 Population over 80,000	12	92%

## TECHNOLOGY

	Number	Percent
<b>3.7. Agency uses WIC.</b>		
114 Statewide	104	91%
56 Population up to 20,000	55	98%
30 Population between 20,001 and 40,000	27	90%
15 Population between 40,001 and 80,000	14	93%
13 Population over 80,000	8	62%

## TECHNOLOGY

	Number	Percent
<b>3.8. Agency uses Vital Records.</b>		
114 Statewide	112	98%
56 Population up to 20,000	56	100%
30 Population between 20,001 and 40,000	30	100%
15 Population between 40,001 and 80,000	14	93%
13 Population over 80,000	12	92%

## TECHNOLOGY

	Number	Percent
<b>3.9. Agency has a Web Site.</b>		
114 Statewide	47	41%
56 Population up to 20,000	14	25%
30 Population between 20,001 and 40,000	13	43%
15 Population between 40,001 and 80,000	8	53%
13 Population over 80,000	12	92%

## TECHNOLOGY

	Number	Percent
<b>3.10. Agency uses other technologies.</b>		
114 Statewide	51	45%
56 Population up to 20,000	17	30%
30 Population between 20,001 and 40,000	16	53%
15 Population between 40,001 and 80,000	9	60%
13 Population over 80,000	9	69%

#### 4. QUALITY IMPROVEMENT

	Number	Percent
<b>4.1. Agency has designated staff responsible for planning, developing and implementing quality improvement methods across programs.</b>		
114 Statewide	93	82%
56 Population up to 20,000	44	79%
30 Population between 20,001 and 40,000	25	83%
15 Population between 40,001 and 80,000	14	93%
13 Population over 80,000	10	77%

#### QUALITY IMPROVEMENT

	Cutting Edge		Very Good		OK		Getting By		Not Doing It	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
<b>4.2. Rate of agency capacity to utilize quality management principles, methods, and tools throughout the organization.</b>										
114 Statewide	1	1%	25	22%	50	44%	34	30%	4	4%
56 Population up to 20,000	0	0%	10	18%	27	48%	17	30%	2	4%
30 Population between 20,001 and 40,000	1	3%	8	27%	10	33%	11	37%	0	0%
15 Population between 40,001 and 80,000	0	0%	2	13%	8	53%	5	33%	0	0%
13 Population over 80,000	0	0%	5	38%	5	38%	1	8%	2	15%

#### QUALITY IMPROVEMENT

	Number	Percent
<b>4.3. Agency incorporates quality improvement and/or customer service in all employee's performance expectations.</b>		
114 Statewide	99	87%
56 Population up to 20,000	47	84%
30 Population between 20,001 and 40,000	27	90%
15 Population between 40,001 and 80,000	13	87%
13 Population over 80,000	12	92%

## DATA TABLES

### STRATEGIC PLANNING

#### 6. STRATEGIC PLAN

	Number	Percent
<b>6.1. Agency has a strategic plan.</b>		
114 Statewide	100	88%
56 Population up to 20,000	51	91%
30 Population between 20,001 and 40,000		
	25	83%
15 Population between 40,001 and 80,000		
	12	80%
13 Population over 80,000	12	92%

#### STRATEGIC PLAN

	1998		1999		2000		2001		2002		2003	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
<b>6.1.1. Year agency's strategic plan was last updated.</b>												
114 Statewide	16	16%	8	8%	16	16%	12	12%	27	27%	21	21%
56 Population up to 20,000	11	22%	6	12%	10	20%	6	12%	11	22%	7	14%
30 Population between 20,001 and 40,000												
	2	8%	1	4%	4	16%	4	16%	8	32%	6	24%
15 Population between 40,001 and 80,000												
	2	17%	1	8%	1	8%	0	0%	4	33%	4	33%
13 Population over 80,000	1	8%	0	0%	1	8%	2	17%	4	33%	4	33%

#### STRATEGIC PLAN

	None		1-4 Times		5-9 Times		10 or More Times	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent
<b>6.1.2. How often during a year do you/your staff</b>								
114 Statewide	16	16%	66	66%	10	10%	7	7%
56 Population up to 20,000	13	25%	32	63%	5	10%	1	2%
30 Population between 20,001 and 40,000								
	1	4%	19	76%	2	8%	2	8%
15 Population between 40,001 and 80,000								
	1	8%	9	75%	1	8%	1	8%
13 Population over 80,000	1	8%	6	50%	2	17%	3	25%

## STRATEGIC PLAN

	Community		Governing Body		Staff		Others	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent
<b>6.1.3. Who participates in developing and revising</b>								
114 Statewide	55	55%	85	85%	97	97%	14	14%
56 Population up to 20,000	25	49%	45	88%	48	94%	6	12%
30 Population between 20,001 and 40,000								
	16	64%	20	80%	25	100%	2	8%
15 Population between 40,001 and 80,000								
	6	50%	10	83%	12	100%	5	42%
13 Population over 80,000	8	67%	10	83%	12	100%	1	8%

## STRATEGIC PLAN

	Budgeting/Resource Allocation		Marketing		Performance Measurement		Planning	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent
<b>6.1.4. How is strategic plan used?</b>								
114 Statewide	79	79%	51	51%	60	60%	89	89%
56 Population up to 20,000	37	73%	24	47%	30	59%	43	84%
30 Population between 20,001 and 40,000								
	23	92%	16	64%	15	60%	24	96%
15 Population between 40,001 and 80,000								
	8	67%	5	42%	7	58%	11	92%
13 Population over 80,000	11	92%	6	50%	8	67%	11	92%